

UNITED STATES DISTRICT COURT  
DISTRICT OF HAWAII  
PROBATION OFFICE

RICHARD W. CRAWFORD  
Chief Probation Officer

Room C - 110  
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**VACANCY ANNOUNCEMENT No. 2008-04**

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**Position Title:** **AUTOMATION SPECIALIST**

**Number of Vacancies:** More than one position may be filled.

**Salary:** \$39,783 - \$64,683/year\* (Classification Level: CL-25) or  
\$43,800 - \$71,250/year\* (Classification Level: CL-26) or  
\$48,125 - \$78,275/year\* (Classification Level: CL-27).  
\*Salaries noted above includes 25% Cost of Living Adjustment [2008 Pay Table 00]. Starting salary commensurate with work experience, previous federal government service, and education. Promotional potential to higher classification.

**Position Location:** UNITED STATES PROBATION OFFICE  
300 Ala Moana Boulevard, Room C-110  
Honolulu, Hawaii 96850

**Term of Employment:** Temporary Indefinite position may be extended or converted to permanent without further competition, subject to need and available funding.

**Closing Date:** Position open until filled. Applications received by April 28, 2008 will be given priority consideration.

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**DEFINITION:** This position is located in the Probation Office. The incumbent provides technical IT (Information Technology) support and training to the court unit staff; works with major national systems and those developed or customized for local use; installs hardware and software; and troubleshoots and fixes technical program problems. Incumbent also assists in the planning, design, maintenance and support of systems to improve efficiencies. This is a full-time position, reporting to the Systems Manager.

**Representative Duties:**

- Provides first-line user support and problem resolution for systems related problems for desktop systems, laptop, printer, Blackberry and PDA users. Assists users experiencing difficulties in the use of applications such as word processing, database applications, data entry and other software/programs used by the court unit and resolves such problems.
- Installs hardware and new or revised releases of software.
- Provides training on new hardware, programs and databases to all staff members as well as refresher training as needed.

- Provides day-to-day system backup. Regularly monitors day-to-day operations of the equipment and systems; proactively recommends updates to assure uptime. Acts as the technical expert in solving computer system problems.
- Develops, as needed, automated networks among different court units.
- Provides routine PC, printer, and file server maintenance and troubleshoots problems with equipment.
- Customizes and develops software programming as needed and advises the staff on the use of the software. Develops software to extract information from existing system databases, or conversely, to add information to the database. Prepares and maintains the documentation of all locally-developed software.
- Advises managers and users on what specific information can be readily extracted from existing files; extracts information and creates reports as required. Prepares and maintains documentation for local automated systems as well as for systems acquired from other Courts or from the Administrative Office (AO). Also prepares and maintains technical documentation for hardware.
- Using technical knowledge, procures IT equipment or, when applications require, new hardware. Researches items for procurement, gets quotes, and prepares proposals.
- Contacts vendors when warranty or repair service is required.
- Assists with installation of network systems including file and print servers, web monitoring and virus protection. Assists with network configuration including routers, firewalls and switches. Serves as a backup for the national systems including PACTS (Probation/Pretrial Services Case Tracking System), Lotus Notes and ELMR (Electronic Leave Management Resource).
- Develops and maintains current and complete inventories of hardware and software in compliance with AO guidelines. Disposes of accountable and non-accountable equipment after consultation with disposal officer.
- Develops procedures and standards for data entry to ensure validity of the data; performs database maintenance duties. Performs data entry as required.
- Maintains contacts with other automation court personnel at different locations and levels for the purpose of staying knowledgeable of developments, techniques, and user programs.
- Acts as backup for Systems Manager and other IT staff. Is on call 24 hours a day, seven days a week.
- Some travel may be required. May be required to work more than 40 hours per week in order to meet job requirements and deadlines. Overtime pay is not authorized by the Judicial Conference of the United States.
- All other duties as assigned.

## **JOB REQUIREMENTS:**

**At the CL-25 level:** General knowledge of the functions and procedures of the court unit. Thorough knowledge of computer processes and capabilities, including programming languages and database management. Good knowledge of word processing software and ability to adapt word processing software to local needs. Ability to communicate with and train unit staff. Ability to perform routine hardware maintenance. Ability to do programming and data entry as required.

**At the CL-26 level:** Good knowledge of the processes and methods of the court unit in order to be able to provide and advise on how to develop systems to automated tasks and projects. Thorough working knowledge of computer processes and capabilities, including programming languages and database management. Good knowledge of word processing software and ability to adapt it to local needs. Ability to perform routine maintenance. Ability to communicate with and train unit staff. Ability to identify, analyze, troubleshoot and fix routine and non-routine hardware problems; ability to perform routine hardware maintenance. Ability to do programming and data entry as required.

**At the CL-27 level:** Thorough working knowledge of theories, principles, practices and techniques of computer hardware and software, office automation, database design, and data communications. Good knowledge of the functions, processes and methods of the court unit in order to be able to advise on how to develop systems to automate tasks and projects. Good knowledge of programming languages. Skill in advising and training non-IT personnel in IT techniques and processes. Demonstrated ability to implement, operate and document data automation systems when systems analysis, systems integration and consideration of hardware and software are a part of the experience.

## **MINIMUM REQUIRED EXPERIENCE AND EDUCATION:**

**Administrative Court Support Position at the CL-25 level:** High school graduate or the equivalent with at least two (2) years of general experience and two (2) years of specialized experience including at least one year at or equivalent to work at the next lower level. For placement at salary level above the minimum up to and including step 25, at least two years of specialized experience at or equivalent to work at the next lower level.

**Administrative Court Support Position at the CL-26 level:** High school graduate or the equivalent with at least two (2) years of general experience and three years of specialized experience, including at least one year at or equivalent to the next lower level. For placement at salary level above the minimum up to and including step 25, at least two years of specialized experience at or equivalent to work at the next lower level.

**Professional Administrative Position at the CL-27 level:** High school graduate or the equivalent with at least three (3) years of general experience and three years of specialized experience, including at least one year of experience at or equivalent to the next lower level. For placement at salary level above the minimum up to and including step 25, at least two years of specialized experience at or equivalent to work at the next lower level.

## **General Experience:**

**At the CL-25 and CL-26 levels is defined as:** Progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

**At the CL-27 is defined as:** Progressively responsible experience that provides evidence that the applicant has (1) a good understanding of the methods and administrative machinery for accomplishing the work of an organization; (2) the ability to analyze problems and assess the practical implications of alternate solutions; (3) the ability to communicate with others, orally and in writing; and (4) the capacity to employ the knowledge, skills and abilities in the resolution of problems.

**Specialized Experience:**

**At the CL-25 and CL-26 levels is defined as:** Progressively responsible experience in the computer technical field which involved the attainment of proficiency with computer hardware and software, e.g., ability to keep automated equipment operating effectively; ability to assist in customizing programs for court needs and training personnel in their use; ability to assist in developing procedures and standards for data entry to ensure validity of the data.

**At the CL 27 level is defined as:** Progressively responsible experience related to the technical aspects of data processing, office automaton, and data communication and their applications, terminology and methodology, including the demonstrated accomplishment of computer project assignments that involved systems analysis, design, programming, implementation, integration, and management. Thorough knowledge of PC hardware/software in order to provide excellent technical support for user base of up to 50.

**Education/Experience Substitutions:** Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) of education equals nine months of experience. Excess specialized experience may be substituted for required general experience.

Completion of a master's degree or two years of graduate study (60 semester or 90 quarter hours) in an accredited university in computer science or information management systems, or other field *closely related to the subject matter of the position* may be considered qualifying for CL27, Step 1.

**COURT-PREFERRED SKILLS:**

Additional qualifications, skills, and experience preferred, but not required:

1. Thorough skills and knowledge of computer terminology and methodology, network protocols, operating system programming and relational database concepts.
2. Solid knowledge of hardware subsystems and operating system (Windows).
3. Previous experience in providing training to staff in a variety of subject matter.
4. Previous work experience in entering data into an automated database, i.e., Probation and Pretrial Services Automated Case Tracking System (PACTS).
5. Experience in writing Standard Query Language (SQL); experience in providing IT "help-desk" assistance.
6. Knowledge of the processes and methods of the court unit in order to be able to assist with the district's office automation system/equipment and provide technical automation support to the court unit staff.
7. Excellent interpersonal skills; excellent communication skills (oral and written). Ability to accurately summarize relevant information in an organized, objective, clear and concise manner.
8. A mature and professional manner required in dealing with the Court, fellow Probation Office staff, and other officials. Ability to work as part of a team.
9. Time management skills, accuracy, ability to handle multiple tasks simultaneously and meet deadlines, and attention to detail required.
10. Knowledge of and experience with WordPerfect X3 for Windows.

**DESIRABLE PERSONAL CHARACTERISTICS:** As substantial personal contact with other staff, the public and other agencies is required, successful candidates must be able to maintain a professional demeanor, work harmoniously with others and be responsive, courteous and polite on a regular basis. Successful candidates must be flexible and conscientious about detail and accuracy and must be able to balance the demands of varying workload responsibilities and deadlines.

**\*SALARY:** The salary for this position will be based upon experience and education in accordance with the Court Personnel System of the U.S. Courts. The Classification Level (CL) is similar to the General Schedule (GS) ratings in the Federal Executive Branch, e.g., CL-25, Step 1 = GS-6, Step 5; CL-25, Step 25 = GS-9, Step 1; CL-26, Step 1 = GS-7, Step 4; CL-26, Step 25 = GS-10; CL-27, Step 1 = GS-8, Step 3; and CL-27, Step 25 = GS-11. The target grade and highest step for this position is CL-27, Step 61 (\$78,275/year includes 25% Cost of Living Allowance). Advancement on the pay scale is contingent upon satisfactory performance. Promotional potential to higher classification.

**BENEFITS:** The U.S. Probation Office falls within the Judicial Branch of the U.S. Government. Judiciary employees serve under "Excepted Appointment" and are considered "At-Will" employees and, as such, can be terminated with or without cause by the Court. Federal Government Civil Service classifications/regulations do not apply; however, court employees are entitled to similar benefits as other Federal Government employees. These benefits include participation in the Federal Employees' Retirement System which contributes to the Social Security Retirement Program, Federal Employees' Health Benefits, Federal Employees' Group Life Insurance, Thrift Savings Plan (similar to a 401K plan with employer matching contributions), paid holidays and annual/sick leave accrual. This position is subject to mandatory electronic funds transfer for payment of net pay.

**CONDITIONS OF EMPLOYMENT:** Applicants must be citizens of the United States of America **or** must be eligible to work in the United States. Candidates selected for interviews will be required to participate in appropriate proficiency testing as part of the screening process. This office will call references of the final group of candidates and may call former employers [whether listed as references or not] to seek information on past performance history. Finalists will also be required to submit to a background investigation (including criminal history and credit history) prior to an offer of employment being made.

Employees will be subject to an orientation period for one year. This position is classified as a "**High Sensitive**" position. The appointment is provisional. As a condition of employment, the candidate selected for this position will be fingerprinted and will be subject to and must successfully complete a background investigation with law enforcement agencies. Retention will depend upon the successful completion and favorable suitability determination based on the appropriate background investigation.

**TO APPLY:** Qualified applicants must submit:

- 1) **Four (4)** copies of a cover letter which addresses qualifications, skills, and relevant experience [see section on *Job Requirements*] necessary for the position;
- 2) **Four (4)** copies of the SF-171, Application for Federal Employment.

You must submit **ALL** documents to be considered for this opportunity; incomplete application packets will not be considered. **RESUMES and OTHER APPLICATION FORMS WILL NOT BE ACCEPTED OR CONSIDERED. NO EMAILS OR FAXES WILL BE ACCEPTED.** Mail application packets to:

**U.S. PROBATION OFFICE**  
**Attention: Human Resources**  
**300 Ala Moana Boulevard, Room C-110**  
**Honolulu, Hawaii 96850**  
**Telephone 808-541-1283**

The SF-171/171-A form is available from the U.S. Probation Office or from the Hawaii U.S. District Court web site at [www.hid.uscourts.gov](http://www.hid.uscourts.gov) under FORMS and "Miscellaneous."

Due to the volume of applications, **the U.S. Probation Office will only communicate with those individuals who will be invited for personal interviews.** The U.S. Probation Office is not authorized to reimburse candidates for interview or relocation expenses.

The U.S. Probation Office reserves the right to amend or withdraw any announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Chief U.S. Probation Officer may elect to select a candidate from the original qualified applicant pool.

AN EQUAL OPPORTUNITY EMPLOYER